



## **COMMUNICATIONS DISPATCHER II**

**\$2,680 - \$3,258**

Fresno County's Sheriff's Department is seeking experienced Communications Dispatchers to receive and respond to emergency calls by telephone or radio. Communications Dispatcher II applicants must be familiar with answering incoming calls; able to key pertinent data into a computer and operating a multi-channelled computer-assisted radio system to dispatch to public safety personnel.

**SOME POSITIONS MAY REQUIRE THE ABILITY TO FLUENTLY SPEAK ENGLISH, AS WELL AS SPANISH OR A SOUTHEAST ASIAN LANGUAGE, THEREFORE INDIVIDUALS POSSESSING THESE BILINGUAL SKILLS ARE ENCOURAGED TO APPLY.**

**CANDIDATES MUST BE WILLING TO WORK SHIFTS AS ASSIGNED, INCLUDING NIGHTS HOLIDAYS AND WEEKENDS.**

**As a condition of employment, candidates must undergo and pass a thorough detailed personal background investigation, physical examination, and polygraph. These investigations include employment/credit histories, arrest/criminal records, drug/alcohol use, and personal conduct. Applicants may be required to participate in a practical examination at the departmental level.**

### **SAMPLES OF DUTIES:**

1. Dispatches public safety personnel using the Computer-Assisted Dispatch and radio systems.
2. Answers incoming calls; elicits pertinent information; determines nature of the call; keys information into the CAD system; or refers call or caller according to policy and procedure.
3. Prioritizes calls in order to determine dispatch order and law enforcement personnel required in accordance with policy and procedure.
4. Monitors all radio transmissions from law enforcement field units in order to insure officer safety, anticipate officer needs for assistance, respond rapidly to emergency radio traffic, and to determine changes in field conditions using the CAD and radio systems.
5. Performs a variety of checks on people, weapons and vehicles in order to provide information to officers using the CAD, Clets, NCIC, and ANI-ALI systems, and local and state laws.
6. Notifies and relays information to appropriate agencies regarding public hazards.
7. Monitors dispatch alarm systems in order to dispatch officers to burglaries in progress.
8. Reviews daily bulletins in order to remain updated on stolen vehicles and wanted subjects.
9. Translates as required to serve public needs. Translating may be oral or in written form.

**MINIMUM QUALIFICATIONS:**

**Experience:** One (1) year of full-time paid experience equivalent to that gained as a Communications Dispatcher with the County of Fresno.

**Other:** Ability to type forty-five (45) words per minute is required.  
(A typing certificate validated within the last 12 months must be submitted along with the application).

**SELECTION PROCESS: (Tentative)**

1. Submit a Fresno County application, supplemental form, and a copy of your valid typing certificate **between 7:30 a.m. and 5:00 p.m.** **Recruitment may close at anytime.**
2. Applicants meeting the minimum qualifications and filing requirements will be scheduled for an oral examination (weighted 100%).
3. Applicants may be required to participate in a practical examination at the department level.

**APPLY AT:**

Fresno County Personnel  
2220 Tulare Street  
14th Floor - Fresno County Plaza  
Fresno, CA 93721  
(559) 488-3364 / (559) 488-3325 – FAX  
Telecommunication Devices for the Deaf (TDD) - (559) 262-4833  
Website: [www.co.fresno.ca.us](http://www.co.fresno.ca.us)

Should you feel you need special accommodations due to a qualifying disability, please contact the Personnel Office at (559) 488-3364.

**EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION/DISABLED EMPLOYER**

**OPEN**

**RECRUITMENT MAY CLOSE AT ANYTIME**

**CC2634**

**Communications Dispatcher II  
Supplemental Questionnaire**

Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

The Communications Section of Fresno County's Sheriff's Department is always busy and it's a 24 hour-a-day operation that is often filled with stress. The following questions describe the environment and working conditions. Please consider carefully your answers to each question and complete this questionnaire as honestly as possible.

A "**NO**" answer to any of the following questions may mean removal of your name from consideration.

1. One of the requirements for the position of Communications Dispatcher II is the ability to type 45 net words per minute. Do you type 45 words per minute or more? **A COPY OF A VALIDATED TYPING CERTIFICATE DATED WITHIN THE LAST 12 MONTHS IS REQUIRED.**

\_\_\_\_\_ Yes \_\_\_\_\_ No

2. The Communications Section is a 24 hour-a-day operation, are you willing to work shifts as assigned?

\_\_\_\_\_ Yes \_\_\_\_\_ No

3. As a Communications Dispatcher, you may be required to work an entire shift in a building without windows. Are you willing to work in this type of environment?

\_\_\_\_\_ Yes \_\_\_\_\_ No

4. At times the Communications Section can become very stressful. Are you able to perform several tasks simultaneously and respond rapidly and effectively in stress situations?

\_\_\_\_\_ Yes \_\_\_\_\_ No

5. Incumbents of this position must pass a thorough and rigid background investigation, physical examination, and polygraph. Are you willing to be subjected to a background investigation, physical examination, and polygraph?

\_\_\_\_\_ Yes \_\_\_\_\_ No

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date